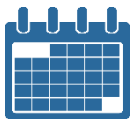


What Does This Mean to Me? Electronic Visit Verification Preparing for Go-Live for Provider Agencies September 2020



Beginning January 1, 2021, paid caregivers must use electronic visit verification (EVV) to document details when providing certain services offered through Kentucky's 1915(c) Home and Community Based Services (HCBS) waivers. **Provider agencies** must use EVV to bill EVV-affected services.

- **Paid Caregivers** include direct service providers (DSP) who work for traditional provider agencies or participant-directed services (PDS) employees hired by a waiver participant to provide non-medical services.
- **Provider agencies** include traditional provider agencies and financial management agencies (FMAs). FMAs bill services on behalf of waiver participants who use PDS and make sure PDS employees are paid for the services they deliver.

Need more information about EVV? Learn the basics by visiting the DMS EVV website at <https://bit.ly/kywaiverEVVinfo> or reading through Kentucky's EVV FAQ available at <https://bit.ly/kyevvFAQ>.

What do provider agencies need to do first?

- The provider agency should decide if it will use the state-sponsored EVV option, Tellus, or if it will use a third-party vendor
 - The list of third-party vendors integrating with Tellus during the first phase of EVV is available on the DMS EVV website. If a provider agency wishes to integrate with a third-party vendor not listed, contact integrations@4tellus.com and give Tellus the name of the third-party vendor you want to integrate with in phase two.
- Visit the [DMS EVV website](#) regularly for updates on EVV and to view resources such as EVV town hall recordings and the [EVV FAQ](#).
- [Subscribe](#) to DMS EVV email updates
- Discuss what EVV is with DSPs or PDS employees and explain which system will be used
- Explain what EVV is to waiver participants who receive [EVV-affected services](#)

For provider agencies using Tellus EVV:

- Begin collecting email addresses for DSPs or PDS employees using the Tellus EVV+ mobile app.
 - These individuals will need an email address to receive the link used to create their username and password.

Preparing for Go-Live

The Tellus EVV system soft go-live in Kentucky is November 17, 2020. On this date, provider agencies can begin using the Tellus EVV system to document visits and bill claims. The soft go-live period is an opportunity for provider agencies to become familiar with the system, get questions answered, and resolve issues before the January 1, 2021 deadline to use EVV. DMS recommends provider agencies choose a small number of paid caregivers to use EVV with during this soft go-live period.

Before go-live, there are several steps providers need to take. The next page includes a month-by-month checklist to help provider agencies prepare.

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Provider Agency Go-Live Checklist

September 2020

- **For all provider agencies:**
 - Keep an eye out for training-related notifications from DMS – check email junk and spam folders
- **For provider agencies using a third-party**
 - Stay in communication with third-party vendor regarding integrations
 - Ensure third-party vendor completes testing

October 2020

- **For provider agencies using Tellus EVV:**
 - Determine who will be the EVV subject matter expert(s) for the provider agency
 - Develop a process for training staff
 - Training information is available at <http://bit.ly/kyevvtraining>.
 - Develop a communication process for staff when they have system or training questions
 - Ensure staff complete training relevant to their role (DSP, PDS employee or administrator)
 - Register to use the Tellus EVV system
 - Registration opens October 30, 2020.
 - Test login for Tellus EVV Administrative Portal to ensure it works
- **For provider agencies using a third-party:**
 - Register to use the Tellus EVV Claims Portal
 - Registration opens October 30, 2020
 - Ensure third-party vendor completes integration and testing
 - Download vendor-specific software and/or apps
 - Receive and test login credentials for third-party system
 - Sign-up for and complete training on Tellus EVV claims portal
 - Sign-up for and complete any third-party vendor training, if needed
 - Ensure third-party vendor processes the Tellus response file and shares it with your agency

November 2020 – January 1, 2021

- **For provider agencies using Tellus EVV:**
 - Have paid caregivers:
 - Register for login credentials to be used with the Tellus EVV+ mobile app
 - Download the Tellus EVV+ mobile app
 - Test login credentials for the Tellus EVV+ mobile app
 - Begin using Tellus EVV on or after November 17, 2020
- **For provider agencies using a third-party:**
 - Bill some claims using Tellus EVV on or after November 17, 2020

What Does This Mean to Me? Electronic Visit Verification Preparing for Go-Live for Provider Agencies September 2020

- **For all provider agencies:**
 - Download Tellus EVV user guides or third-party user guides, if available
 - Review Tellus EVV training videos
 - Get questions answered